



GatesAir Service Support

Contact Information and Training Class Overview

April 12, 2015

NAB Show 2015

Featuring
GatesAir's



John Howell
Global Services Director



Tim Anderson
Radio Product & Business
Development Manager

GatesAir Service Support Contact Information and Training Class Overview

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Create



Transport



Transmit Television



Transmit Radio



GatesAir Service Support Contact info

- Technical phone support on all GatesAir Products

- GatesAir provides world wide support on all its products. GatesAir offers technical support during normal business hours of 8am to 5pm CST and provides emergency support 24 hours a day, 7 days a week.
- Reaching GatesAir technical support can be done in several different manners, our eCustomer portal support <http://support.gatesair.com>, our regional dedicated email or thru our dedicated **North American Service Headquarters**

Phone: **+1 (217) 222-8200 24 X 7 Emergency**

E-mail: tsupport@gatesair.com or support@gatesair.com

Regional E-mail

Americas

EMEA

APAC

Technical Support

tsupport@gatesair.com

tsupport.europe@gatesair.com

tsupport.asia@gatesair.com

Parts and Repair

parts-repair@gatesair.com

parts-repair.europe@gatesair.com

parts-repair.asia@gatesair.com

Training Information

training@gatesair.com

training@gatesair.com

training@gatesair.com

On-Line Services at <http://support.gatesair.com>

- Through the eCustomer Portal, GatesAir provides online services to assist with product research, software upgrades, application notes, training documents and videos, frequently asked questions, product documentation, product bulletins and creating a service request.



- **GatesAir Service offers both in-house and on-site training courses to meet customer's needs. Regularly scheduled classes are available at Quincy facilities and the full list of class descriptions and dates are available on GatesAir web page.**

Designed for operators and engineers, with a combination of classroom learning and hands-on exercises using actual GatesAir products. Transmitter Engineers who attend our classes will learn how to Operate, Maintain and repair your GatesAir product.

Each GatesAir Transmitter Training course will cover the following topics:

Overview

Equipment Layout and component location
Using Technical Documentation/E-Customer Portal

Theory of operation

Power Supply Systems – AC/DC
Exciter/Modulation – Analog/Digital
RF Chain
Transmitter Control and Monitoring
Cooling Systems – Air and/or Liquid

Hands-On

Operation of Equipment
Web GUI and Remote Control
Setup and Calibration
Software Updates

Maintenance and Service

Daily/Monthly/Yearly Maintenance Tips
Service Bulletins
Troubleshooting
Module Repair
Installation tips

Radio Products:

FAX Series Transmitters – 3 Days
HPX Series Transmitters – 3 Days
3DX Series Transmitters – 3 Days
DX Series Transmitters – 3 Days
DAX Series Transmitters – 3 Days

Television Products:

UAX Series Transmitters – 3 Days
UAXT Series Transmitters – 3 Days
ULX Series Transmitters – 3 Days
ULXT Series Transmitters – 3 Days
VAX (3D) Series Transmitters – 3 Days
VLX Series Transmitters – 3 Days
PowerCD Transmitters – 4 Days
Sigma Transmitters – 3 Days (Out of production)

RF Fundamentals:

RF101 – 3 Days (Separate Course Description)



GatesAir Customer Service Training Overview



The following legacy product courses are offered by GatesAir at the Quincy, Illinois factory location. These courses are offered by request only. Contact GatesAir Training Department for details.

Legacy Products:

Diamond Television Transmitter – 3 Days

Platinum Television Transmitter – 3 Days

Z Series FM Radio Transmitter – 3 Days



GatesAir Customer Service Training Overview



The following Studio and Intraplex product courses are offered by GatesAir at the Quincy, Illinois factory location. Contact GatesAir Training Department for details.

Intraplex Products:

All products are quoted based on days (typically 2) of training required. These classes are typically held on-site and can be customized to meet customer requirements

Studio Products:

Studio products training is offered via Webinar or on-site. All courses are quoted based on hours (Webinar) or days (on-site) of training required. These classes can be customized to meet customer requirements



GatesAir Customer Service Coverage



Service Support Team
47 Full Time Employees Worldwide

Red= GatesAir Service Engineer
Blue= Service Partners
Green= Service Centers